

B U D G E T S U M M A R Y

| Category | 2020 Actual | 2021 Actual | 2022 Budget | 2023 Budget | 2023/2022 Variance |
|-----------------------------------|----------------------|----------------------|----------------------|----------------------|--------------------|
| Expenditures | | | | | |
| Personnel Costs | \$929,144 | \$986,550 | \$1,144,807 | \$1,162,655 | \$17,848 |
| Operation Costs | \$69,742 | \$39,857 | \$123,150 | \$126,700 | \$3,550 |
| Debt & Depreciation | \$0 | \$0 | \$0 | \$0 | \$ 0 |
| Capital Outlay | \$0 | \$0 | \$0 | \$0 | \$ 0 |
| Interdepartmental. Charges | \$1,244 | \$854 | \$0 | \$0 | \$ 0 |
| Total Expenditures | \$1,000,130 | \$1,027,261 | \$1,267,957 | \$1,289,355 | \$21,398 |
| Revenues | | | | | |
| Direct Revenue | \$5,473,190 | \$6,956,247 | \$4,848,000 | \$4,589,000 | (\$259,000) |
| Intergovernmental Revenue | \$0 | \$0 | \$0 | \$0 | \$ 0 |
| Indirect Revenue | \$0 | \$0 | \$0 | \$0 | \$ 0 |
| Total Revenues | \$5,473,190 | \$6,956,247 | \$4,848,000 | \$4,589,000 | (\$259,000) |
| Tax Levy | (\$4,473,060) | (\$5,928,986) | (\$3,580,043) | (\$3,299,645) | \$280,398 |
| Personnel | | | | | |
| Full-Time Pos. (FTE) | 25.0 | 24.0 | 24.0 | 24.0 | 0.0 |
| Seasonal/Hourly/Pool \$ | \$0 | \$0 | \$0 | \$0 | \$ 0 |
| Overtime \$ | \$16,562 | \$24,432 | \$18,578 | \$15,524 | (\$3,054) |

Department Mission:

To provide timely, secure, accurate, archival accessible, and cost-effective record systems and services delivered in a prompt and courteous manner. The 1848 Wisconsin Constitution established the Register of Deeds (ROD) as a permanent element of the county-level governmental structure. Each county in Wisconsin has a Register of Deeds. The Register of Deeds files, records, and issues instruments and documents of significance both to the community as a whole and to its individual citizens. Vital records document the span of our lives from birth to death. Land records documenting title in Wisconsin are maintained. The filing or recording of other documents with the ROD is a way of putting the world on notice that something important has happened or will happen. The time of the act or transaction is often an important element in rights or relationships. The ROD records the time when, in effect, the public record is established.

Department Description:

The Register of Deeds includes the program areas of Administration, Real Estate Services, Vital Statistics, and Tax Listing Services. The Register of Deeds office operates under WI State Statute 59.43 (Register of deeds; duties, fees, deputies) and WI State Statutes 69.05 and 69.07 (Duties of register of deeds).

REGISTER OF DEEDS (340) BUDGET

Department: **Register of Deeds**

AGENCY NO. **340**

FUND: **General — 10001**

Major Changes in FY 2023:

- Combine Document Examination and Cashier Services with Real Estate Services to reflect the 2022 reorganization.
- Reduction to revenues of \$259,000 related to current market trends, rising interest rates, and discontinuation of one customer for digital images.

Strategic Program Area 1: Administration

Service Provision: **Mandated**

| How We Do It: Program Budget Summary | | | | | |
|---------------------------------------------|--------------------|--------------------|--------------------|--------------------|---------------------------|
| Category | 2020 Actual | 2021 Actual | 2022 Budget | 2023 Budget | 2023/2022 Variance |
| Expenditures | \$276,073 | \$315,912 | \$299,438 | \$328,763 | \$29,325 |
| Revenues | \$452 | \$95 | \$0 | \$0 | \$ 0 |
| Tax Levy | \$275,621 | \$315,817 | \$299,438 | \$328,763 | \$29,325 |
| FTE Positions | 4.0 | 4.0 | 4.0 | 4.0 | 0.0 |

| What We Do With It: Activity Data | | | | |
|------------------------------------------|--------------------|--------------------|--------------------|--------------------|
| Activity | 2020 Actual | 2021 Actual | 2022 Target | 2023 Target |
| How we compare to other offices? | | | | |
| *Much Better | 0 | 0 | 40% | 40% |
| *Better | 0 | 0 | 30% | 30% |
| *Same | 0 | 0 | 0% | 0% |
| *No Opinion | 0 | 0 | 30% | 30% |

| How Well We Do It: Performance Measures | | | | |
|---------------------------------------------------------------|--------------------|--------------------|--------------------|--------------------|
| Performance Measure | 2020 Actual | 2021 Actual | 2022 Target | 2023 Target |
| Level of Customer Service - Excellent | 0 | 0 | 90% | 90% |
| Overall experience with service - Satisfied; met expectations | 0 | 0 | 100% | 100% |
| How long was the wait? Not too long (5-10 minutes) | 0 | 0 | 100% | 90% |

REGISTER OF DEEDS (340) BUDGET

Department: **Register of Deeds**

AGENCY NO. **340**

FUND: **General — 10001**

Strategic Overview:

The Administration strategic program area provides leadership and oversight for the operations of the Register of Deeds Office. Staffing levels for this program area remain unchanged.

Strategic Implementation:

The ROD's goal is to achieve excellence in customer service. In October 2019, the Register of Deeds Office established a customer service survey program. Being helpful, responsive, and friendly to county residents and industry partners are ROD's goals. Due to the pandemic, the public was not being served in person until July 2021. Therefore, no survey data for 2020 and 2021 is available.

Strategic Program Area 2: Real Estate Services

Service Provision: **Mandated**

| How We Do It: Program Budget Summary | | | | | |
|---------------------------------------------|--------------------|--------------------|--------------------|--------------------|---------------------------|
| Category | 2020 Actual | 2021 Actual | 2022 Budget | 2023 Budget | 2023/2022 Variance |
| Expenditures | \$205,904 | \$233,954 | \$230,507 | \$521,243 | \$290,736 |
| Revenues | \$5,283,406 | \$6,736,407 | \$4,628,000 | \$4,387,000 | (\$241,000) |
| Tax Levy | (\$5,077,502) | (\$6,502,453) | (\$4,397,493) | (\$3,865,757) | \$531,736 |
| FTE Positions | 5.0 | 5.0 | 5.0 | 10.0 | 5.0 |

| What We Do With It: Activity Data | | | | |
|------------------------------------------|--------------------|--------------------|--------------------|--------------------|
| Activity | 2020 Actual | 2021 Actual | 2022 Target | 2023 Target |
| Requester: | | | | |
| Individuals | 649 | 776 | 350 | 500 |
| Law Firms | 84 | 78 | 70 | 80 |
| Financial Institutions | 44 | 43 | 65 | 50 |
| Title Insurers/Researchers | 195 | 156 | 150 | 150 |
| Others (Utilities, outside govt) | 10 | 12 | 15 | 20 |
| Total Mail/Phone Searches | 982 | 1065 | 650 | 800 |
| Follow up Required from Requester | 12 | 1 | 20 | 10 |
| Document Types Requested | | | | |
| Mortgage | 144 | 123 | 100 | 100 |
| Deed | 966 | 1103 | 600 | 600 |
| Assignments | 11 | 7 | 20 | 20 |
| Releases | 77 | 88 | 80 | 80 |
| LisPendens | 21 | 14 | 30 | 30 |
| *Other | 208 | 175 | 200 | 200 |
| Total Documents | 1457 | 1510 | 1030 | 1030 |

*Other is defined as Easements, Plats, Weatherization Compliance, Affidavits, Leases, Certified Survey Maps, Federal Tax Liens, Land Contracts, Judgements, Resolutions, Articles of Incorporation, and UCC Forms.

| What We Do With It: Activity Data | | | | |
|------------------------------------------|--------------------|--------------------|--------------------|--------------------|
| Activity | 2020 Actual | 2021 Actual | 2022 Target | 2023 Target |
| Recordings | 123,098 | 141,323 | 120,000 | 110,000 |
| Transfer Tax Collected | 17,147 | 20,476 | 15,000 | 13,000 |

| How Well We Do It: Performance Measures | | | | |
|-------------------------------------------------------------------------------------------------------------------------|--------------------|--------------------|--------------------|--------------------|
| Performance Measure | 2020 Actual | 2021 Actual | 2022 Target | 2023 Target |
| Percent of time recorded paper documents are scanned into the imaging system within 2 business days after recorded date | 100% | 98% | 100% | 100% |
| Percent of document data indexed within 4 business days after the recorded date | 100% | 100% | 100% | 100% |
| Percent of indexed data verified within 10 business days after the indexed date | 71.2% | 100% | 98% | 100% |
| Percent of electronic documents recorded within 2 business days of receipt | 100% | 100% | 100% | 100% |
| Percent of paper documents recorded within 2 business days of receipt | 65.4% | 97% | 98% | 100% |

Strategic Overview:

Real Estate Services is responsible for compliance with State Statutes (SS 59.43) regarding the recording, indexing, and scanning of all public real estate indices.

- Digitizing document images into the database, including microfilm images when needed to improve quality.
- Scanning of plats.
- Auditing indexed data.
- Assisting the public who visit Room G-6 with their inquiries for information about recorded documents and plat maps. Assist in showing customers how to use the public access computer system.
- Responding to phone calls, email and mail inquiries regarding documents, plat maps, etc.
- Selling copies of documents to the public.
- Communicating and quality control with the indexing vendor performing Day Forward indexing of real estate documents.
- Creating and selling real estate data reports to the public and industry partners.
- Determining the recordability of real estate documents per state statutes.
- Examination and entry of the Department of Revenue real estate transfer return forms.
- Providing written and verbal explanations to title companies, lawyers, and the general public as to why documents are rejected for recording

REGISTER OF DEEDS (340) BUDGET

Department: **Register of Deeds**

AGENCY NO. **340**

FUND: **General — 10001**

Strategic Implementation:

The Register of Deeds indexes key fields of information found in real estate documents, such as grantor, grantee, legal description, parcel ID number, associated document number, etc. Indexed data is necessary to allow title searchers and the public to successfully search for a recorded document. Staff may then audit the indexed documents. This is the process whereby the staff corrects any indexing errors. Real Estate Clerks are required to record electronic documents within a 24-hour period and paper/mailed documents within a 48-hour period. Notice of rejected documents is provided the same day.

The FTE count is increased by (five) 5 due to the transfer in of staff because of the 2022 reorganization and elimination of the Document Examination and Cashier Services strategic program area.

Strategic Program Area 3: Vital Statistics

Service Provision: **Mandated**

| How We Do It: Program Budget Summary | | | | | |
|---------------------------------------------|--------------------|--------------------|--------------------|--------------------|---------------------------|
| Category | 2020 Actual | 2021 Actual | 2022 Budget | 2023 Budget | 2023/2022 Variance |
| Expenditures | \$218,741 | \$177,547 | \$252,369 | \$228,996 | (\$23,373) |
| Revenues | \$185,907 | \$213,622 | \$215,500 | \$197,500 | (\$18,000) |
| Tax Levy | \$32,834 | (\$36,075) | \$36,869 | \$31,496 | (\$5,373) |
| FTE Positions | 6.0 | 6.0 | 5.0 | 6.0 | 1.0 |

| What We Do With It: Activity Data | | | | |
|-------------------------------------------------|--------------------|--------------------|--------------------|--------------------|
| Activity | 2020 Actual | 2021 Actual | 2022 Target | 2023 Target |
| Vital Records Placed on File | 27,789 | 26,510 | 28,000 | 28,000 |
| Cert Copies: Birth, Death, Marriage Records | 41,001 | 48,490 | 60,000 | 55,000 |
| Vital Records Correction, No Fee | 5,185 | 519 | 800 | 1,000 |
| Vital Records No Fee – Veterans Office Use Only | 385 | 321 | 400 | 350 |
| Marriage Registration | 3,045 | 3,575 | 3,000 | 3,000 |
| Genealogy – Records Reviewed | 30 | 0 | 0 | 0 |

| How Well We Do It: Performance Measures | | | | |
|-------------------------------------------------------------------------------------------------------|--------------------|--------------------|--------------------|--------------------|
| Performance Measure | 2020 Actual | 2021 Actual | 2022 Target | 2023 Target |
| Percent of death records and marriage records examined and processed within 1 business day of receipt | 100% | 97% | 98% | 100% |
| Percent of mail requests for the purchase of vital records sent out within 2 business days of receipt | 98% | 98% | 100% | 100% |

Strategic Overview:

Vital Statistics maintains files on birth, death, marriage records, declarations of domestic partnerships, and change of name orders according to State Statutes 69.05 and 69.07. Records are updated and changed at the request of county residents and/or court orders and the Judicial System.

REGISTER OF DEEDS (340) BUDGET

Department: **Register of Deeds**

AGENCY NO. **340**

FUND: **General — 10001**

Strategic Implementation:

Certified copies of vital records are sold to the public. The public may research birth records from the 1850's to present, death records from 1872 to present, and marriage records from the 1830's to present. Vital records kiosks with English and Spanish capability have been installed in the office. The implementation of Official Records Online (ORO) through a webpage created a new revenue for each record accessed. In 2022, "On Demand" service was implemented. Individuals can scan a QR code, order and pay for their certificate without waiting in line. Once the certificate is ready, the individual receives an email stating it is ready for pick up.

FTE count is increased by one due to the transfer in from Document Examination and Cashier Services.

Strategic Program Area 4: Document Examination & Cashier ServicesService Provision: **Mandated**

| How We Do It: Program Budget Summary | | | | | |
|---------------------------------------------|--------------------|--------------------|--------------------|--------------------|---------------------------|
| Category | 2020 Actual | 2021 Actual | 2022 Budget | 2023 Budget | 2023/2022 Variance |
| Expenditures | \$167,150 | \$181,172 | \$296,187 | \$0 | (\$296,187) |
| Revenues | \$298 | \$758 | \$0 | \$0 | \$ 0 |
| Tax Levy | \$166,852 | \$180,414 | \$296,187 | \$ 0 | (\$296,187) |
| FTE Positions | 7.0 | 6.0 | 6.0 | 0.0 | (6.0) |

Strategic Overview:

Document Examination and Cashier Services is being rolled into Real Estate Services in 2023 to align with the 2022 reorganization.

Strategic Implementation:

Strategic Program Area 5: Tax Listing

Service Provision: **Mandated**

| How We Do It: Program Budget Summary | | | | | |
|---------------------------------------------|--------------------|--------------------|--------------------|--------------------|---------------------------|
| Category | 2020 Actual | 2021 Actual | 2022 Budget | 2023 Budget | 2023/2022 Variance |
| Expenditures | \$132,261 | \$118,675 | \$189,456 | \$210,353 | \$20,897 |
| Revenues | \$3,128 | \$5,366 | \$4,500 | \$4,500 | \$ 0 |
| Tax Levy | \$129,133 | \$113,309 | \$184,956 | \$205,853 | \$20,897 |
| FTE Positions | 3.0 | 3.0 | 4.0 | 4.0 | 0.0 |

| How Well We Do It: Performance Measures | | | | |
|----------------------------------------------------------------------------------------------------------------|--------------------|--------------------|--------------------|--------------------|
| Performance Measure | 2020 Actual | 2021 Actual | 2022 Target | 2023 Target |
| Number of times when previous month's assessor information sent to each municipality by the 25th of each month | All 12 months | All 12 months | All 12 months | All 12 months |

Strategic Overview:

Tax Listing Services is responsible for reviewing tax descriptions; assigning new tax key numbers due to real estate boundary changes; maintaining plat books and property records; assisting in preparation of petitions for foreclosure action; and providing copies of real estate document recordings to local assessors.

Strategic Implementation:

Provide timely tax listings to municipalities and local tax assessors. Respond to inquiries from municipalities, local tax assessors, and Milwaukee County residents.